

Customer Service Excellence

The goal of the Center for Elder Rights is to assure that outstanding customer service is provided to older Virginians, their families and caregivers. To meet this goal, Center staff follow the customer service policies shown below:

- ◆ Individuals who contact the Center for information or assistance will receive a follow-up contact to make sure that their needs have been met.
- ◆ After initial contact with a customer, Center staff will verify that:
 - (1) Publications mailed to the customer were received; or
 - (2) Assistance was received from an organization to which the customer was referred; or
 - (3) Counseling provided by Center staff was helpful.
- ◆ The preferred communication method for follow-up will be by telephone. However, Center staff will take into account a customer's availability and their privacy concerns when selecting a follow-up method.

Data on contacts and follow-up telephone calls is captured in the Center's Aging Services Information and Referral Database. The data is analyzed periodically to assure that the highest quality customer service is being provided. Reports generated using information in the database have consistently indicated a high level of customer satisfaction with both Center and staff performance.

If you need assistance, or are interested in becoming a volunteer, please contact the Center for Elder Rights.



Center for Elder Rights

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